

Initial License Scenario

Sallie Sue Smith decides she wants to apply for a restaurant license for her new business. She logs into our website and gets ready to apply. She chooses restaurant license. This prompts a few questions which are used to confirm that she needs a restaurant license. *Will you habitually and primarily serve meals that require the use of utensils? Will you serve all the meals available on a menu during normal and reasonable dining hours? Do you have a fully equipped operational kitchen?* Uh oh. When Sallie gets to this one she is unsure if she really conforms to a restaurant license because she is not sure if what she has is a full kitchen. She plans to serve finger foods mostly and only has a microwave and a refrigerator. She wants a restaurant license though because she can allow people under 21 to enter and get more business that way. She goes ahead and chooses restaurant and completes the application. She uploads all of the required documents and we send an inspector out to go take photos and do the Application Inspection. The Inspector goes out to the location and finds that there is not a fully equipped operational kitchen. There is also a huge dance floor and some dance poles. Hmmm... this does not look like your typical restaurant. The Inspector confronts the applicant on the license type being incorrect and the applicant admits that maybe it should be a lounge. The Inspector takes the photos and uploads them. We have to change their license type to Lounge now. How do we proceed? Once we have done that, continue through the application process and show us how the license is issued. **Would it be possible to print a full size license, as well as a wallet size copy of the license?**

Initial License Scenario 2

Jimmy Johnson went online and applied for an on and off premises beer and wine license. Jimmy is driving us crazy calling wanting the status of his license. How can he look it up online? Demonstrate this process. A few weeks pass and we receive notice that the local governing authority denied his request because they did not want on-premises consumption in the area. How do we show this file as forfeited and keep a record of the forfeited application without showing Jimmy as an active licensee (since he is not)? **A month or two later, Jimmy decides to move his business a town over, where he feels like they will allow the on-premises sales. Even though Jimmy was never issued a license, will he still be able to log-in begin a new application using information already stored in the solution?**

Protest/Hearing Scenario

Party Plus Incorporated has a Lounge Liquor license with us and is RVP certified. **We have had quite a few problems from this location. RVP reviews a history of the location address to see if they have had any recent changes with their RVP certification. Show us how we could pull a history of a particular location and everything that has been done to that location in our system. One of our Inspectors has written Party Plus a citation, but because they are RVP certified and this was their first incident, the fine was mitigated. Show how the citation process would work with a mitigated fine. After the initial citation, they continued to get citations and break rules until RVP de-certifies them. Show us how this process would work in the system.**

Over the next few months there have been several shootings and altercations requiring Law Enforcement to be called to this location. Since renewals are coming up soon, the local Sherriff's Department contacts our office and requests that we block this license from renewing and allow the Sherriff's Department to protest the renewal of the license. Party Plus has become a danger to the community and local officials do not want the license to be renewed. The City also wants the license taken away. We agree to block the license. How do we proceed? After the block is placed on the license, there is another shooting at the club. This time the Mayor and the press get involved. The citizens are enraged that this place is allowed to continue to operate. We decide to place an Emergency Suspension on the license and schedule a hearing as soon as possible. The licensee must cease operating effective immediately. How do we do this in your solution and how do we notify the licensee? Once the suspension is placed, how do our wholesale stores know not to sell to this particular licensee at this time? Part of this scenario will include a Commission Hearing file, or following of that process. As part of the Hearing attachments, please upload some photos, audio files, and video files to show us how your solution handles those items.

Renewal Scenario

Peter Parker logs in to renew the licenses for Winn Dixie South. They have 400 locations throughout the State of Alabama. **Peter is responsible for 200 of those and Lois Lane is responsible for the other 200 locations. Peter only wants to renew his half. Lois can handle her own. How will this work?** In Peter's half, there are three locations that will close before the new license year begins. He does not want to renew these three. How does he proceed? He has one store, Winn Dixie 2233 that has the wrong store number so he needs to change the trade name to Winn Dixie 2333. Will such a change alert AABC personnel that the licensee has made a change? Once all the appropriate licenses have been marked as renew or do not renew, Peter uploads all documents required at renewal: Proof of Insurance, any updates to the corporate info, etc. **Will these items be uploaded in one bulk file or will they be tied to the appropriate location/license file?** Peter is close to finishing and paying when his boss calls him into his office for an impromptu meeting. Peter is stuck for two hours. What happened to his renewals? He hopes he does not have to redo all of that! **Hopefully Peter's data has been saved. He logs back into the solution. You tell us what happens here – is the information that he entered still there or not? After paying, Peter discovers he accidentally renewed one of the three locations scheduled for closing. How does he request a refund and cancel that renewal?** Show us how this situation would work and walk us through a completed renewal.

Renewal Scenario 2

Billy Bob recently lost his job as district manager for Wal-Mart. He is so mad that he wants to cause them some problems. He knows their log-in information so he decides to login in and jack up their renewals. He goes to log in and he sees that Wal-Mart has 5 or 6 sub logins. He picks the one for his area. Show us how the solution would display one major corporate office with multiple sub-user accounts under its main account. Billy starts filling out the renewals and he marks everything DO NOT RENEW. He gets to the part with the officer information. Can he enter his own information or will he have to enter information in that matches the actual Wal-Mart corporate officers in order to process

changes? We believe there should be some type of verification against existing information in order to get past that point. Show us how this might work. Would it be possible to record the IP address of the computer Billy used to log into the solution?

Label Registration Scenario

Tami Jo Jenkins needs to submit three labels to be registered. Two of them are wine labels and one of them is a beer label. One of the wine labels will be approved, but the other will be denied because the alcohol by volume exceeds the limit for the State of Alabama. The beer label has to be sent back for more information because it is missing one of the required documents. Show me how all three of these will be processed. You can use our label registration form. For the other attachments, you may use any type of form or document and a photo representative of what could be uploaded in place of a label.

Part Two of this scenario

Tami Jo contacts us and wants a list of all of the labels that they have registered with the State of Alabama. What is the simplest way to get her this information? Can she look for it online?

Promotion/Sweepstakes Approval Scenario

Suzy Spirits needs to submit a few promotions for her company. She sent in two coupons and one sweepstakes. The sweepstakes is fine and will be approved. One of the coupons will need to be processed by Product Management because it is a discount off of a bottle of vodka. The other coupon will be denied because it is an Instant Rebate Coupon off of beer and this is not allowed in the State of Alabama. Show us how all three of these will be processed. You may use our sweepstakes form and representative forms/documents for all other attachments. Please include at least one photo as part of the upload process.

Part Two of this scenario

Suzy Spirits has submitted a few more items. She contacts us and wants to know the status of three promotions previously submitted. How can she find the status without involving AABC staff?

E-Citation Scenario

Buckwild Parties Inc has been written an Administrative Citation for sales to minors. They argue that it was not their fault and request a hearing. **While researching this file before the hearing, we look for information on all of the officers of Buckwild Parties Inc and discover that Carlton Clubber is an officer of Party Plus Incorporated as well. We have recently had issues with Party Plus. Show us how we could find this information in the solution.** The Commission Hearing is held and they clearly sold to the minor intentionally. The Commission decides to increase their fine. How do we proceed to increase the fine after the citation has been issued and accept the fine payment?

Industry Rep Scenario

Jack Jackson is an Industry Representative for Spooky Hollow Winery. He needs to log in and get an Industry Rep permit. **We would like to see Jack upload a copy of his photo ID as well as a letter (on company letterhead) stating that he is employed by this company.** When he prints the ID, we would like his photo from the ID uploaded to print onto the Industry Rep permit. **Would this be possible? Walk us through one of these being issued from start to finish.** Also, Industry Rep permits expire on September 30th each year. On July 28th, the licensing person at Spooky Hollow Vineyards logs in to renew the company's ABC license. **While doing that, he wants to go ahead and renew Jack's Industry Rep Permit. Can he do that? How will it work?** (See attached screenshot for the information required for new and renewed Industry Rep Permits. There is also a \$15.00 fee.)